



Hand Hygiene Training System

User Manual

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1 SETTING UP THE SUREWASH SYSTEM

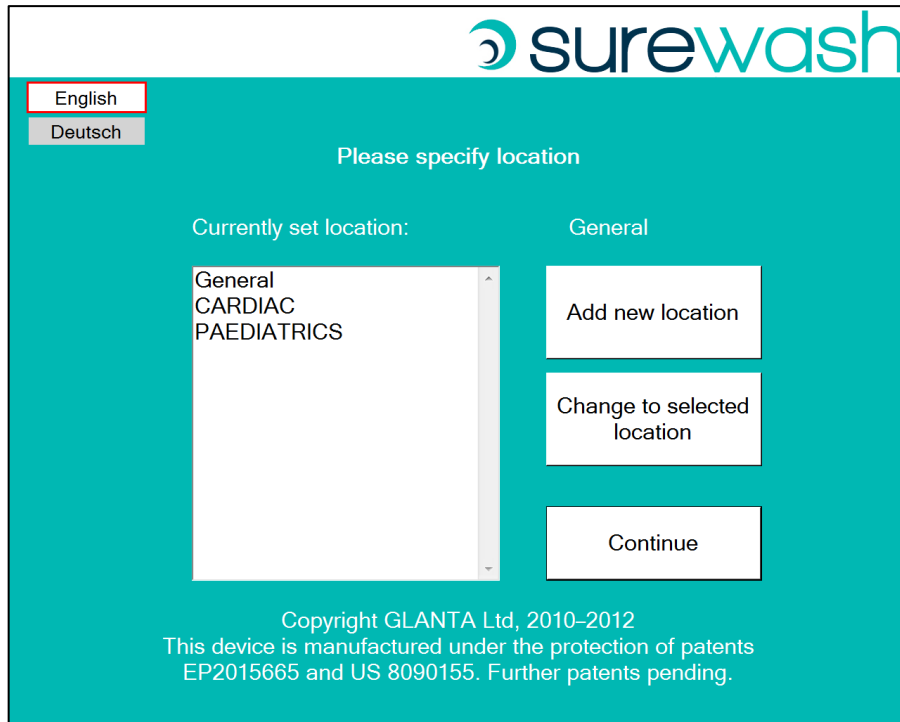
To set up the SureWash system, plug in the power supply and press the on/off button located on the right-hand side of the system. The SureWash system will boot up automatically.



To turn off the system, press and hold the on/off button until the system shuts down. When the system has completely shut down (this takes approximately 30 seconds) the unit may be unplugged from the mains power. SureWash should not be unplugged from the mains power before being shut down.

2 USING THE SUREWASH SYSTEM

2.1 LOCATION SELECTION



The screenshot shows the SureWash interface for location selection. At the top, the 'surewash' logo is displayed. Below it, there are two language selection buttons: 'English' (highlighted with a red border) and 'Deutsch'. The main heading is 'Please specify location'. Under this, there are two columns. The left column is titled 'Currently set location:' and contains a scrollable list with the options 'General', 'CARDIAC', and 'PAEDIATRICS'. The right column is titled 'General' and contains three buttons: 'Add new location', 'Change to selected location', and 'Continue'. At the bottom of the screen, there is a copyright notice: 'Copyright GLANTA Ltd, 2010-2012. This device is manufactured under the protection of patents EP2015665 and US 8090155. Further patents pending.'

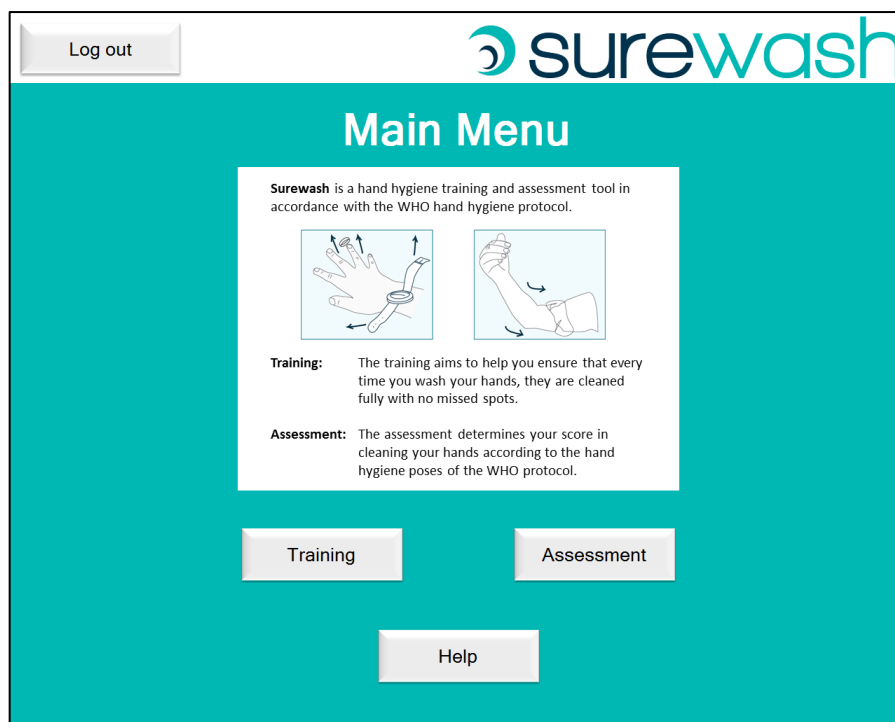
After the system has started you will be prompted to specify the location where the SureWash Training Unit is currently operating. This could be, for example, the name of a hospital department. You may select an existing location from the list or you may enter a new location. If you select 'Add new location', an on-screen keyboard will appear allowing you to enter the name of the location. Once the location has been selected press 'Continue' to start SureWash.

2.2 USER LOGIN



Next, the system initialises and the login screen appears. Depending on the configuration of the SureWash unit a user can log in to the system in three ways:

1. **Manually:** A user can type their name or user ID via an on-screen keyboard.
2. **Using an ID card (optional):** When a user logs in using an ID card, all the recorded data is saved along with the user ID. (Your SureWash Training Unit may not have an ID card reader.)
3. **Pressing the 'Practise' button:** When a user logs in using the 'Practise' button the system can be used anonymously. That means that any recorded data is not related to a particular person.



When logged in, the user can choose between the two modes that are offered by the SureWash system: **Training** and **Assessment**. (Pressing the **Help** button presents the user with information about how to use SureWash.)

2.3 TRAINING MODE

The Training mode contains general information about hand hygiene (Why, When, How) and also allows the users to train their hand hygiene skills. This information can be customised for each hospital (see section 3.8).

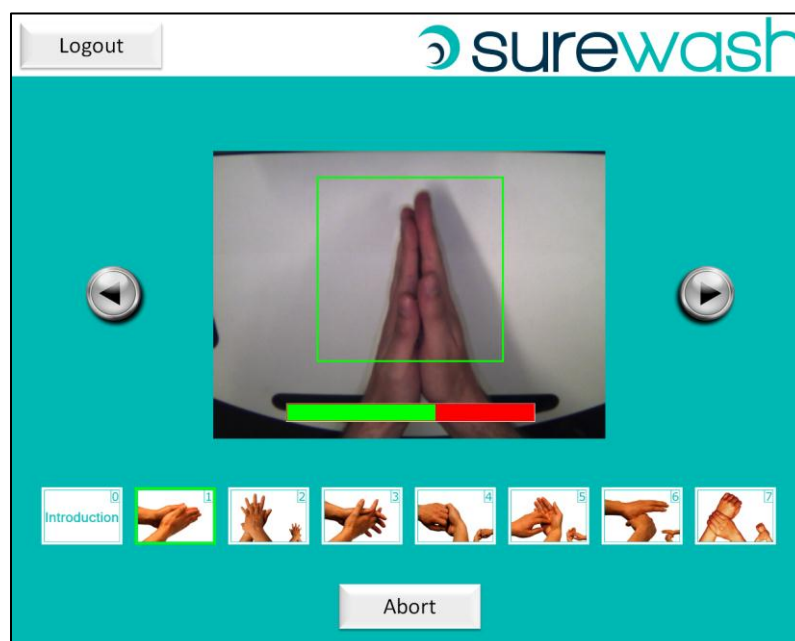


By pressing the on-screen arrows to the left and right of the e-learning material, a user can navigate through the content. Users can also press the images to go to training material that is specific to a pose.

Training for each of the seven hand hygiene poses happens in two steps: firstly, some information about this particular pose is presented to the user, e.g., what makes this particular pose so important. Additionally, an example video of the pose is shown.



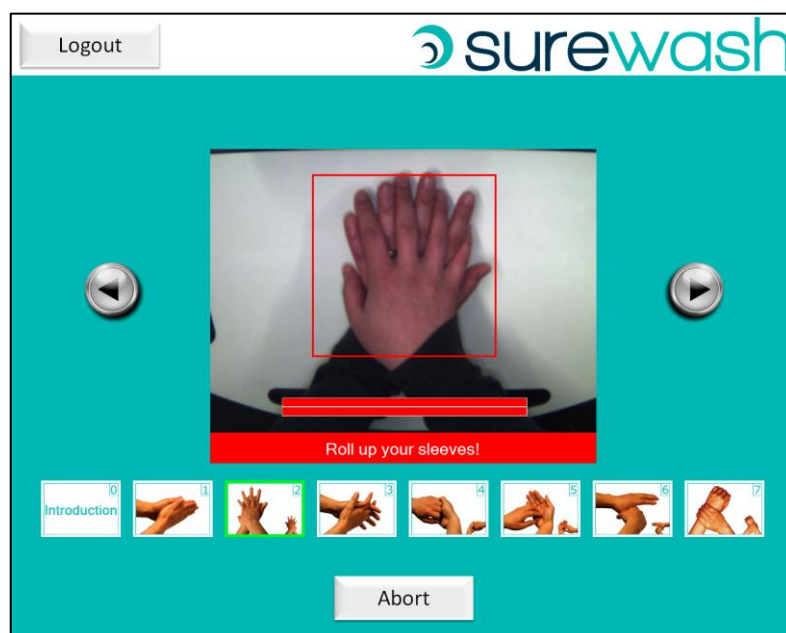
By pressing the right arrow, the user has the opportunity to perform this particular pose. The system camera checks if the user is performing the pose correctly. If they are, the green progress bar shown at the bottom of the screen starts to grow. When the pose is completed, the Training screen moves to the next pose and the procedure begins again.



If a user does not manage to finish a pose within a specific time, an information box will pop up. The popup helps the user to pass this pose by showing the mistakes that are commonly made. After the popup, there is still some time left to finish the pose successfully.

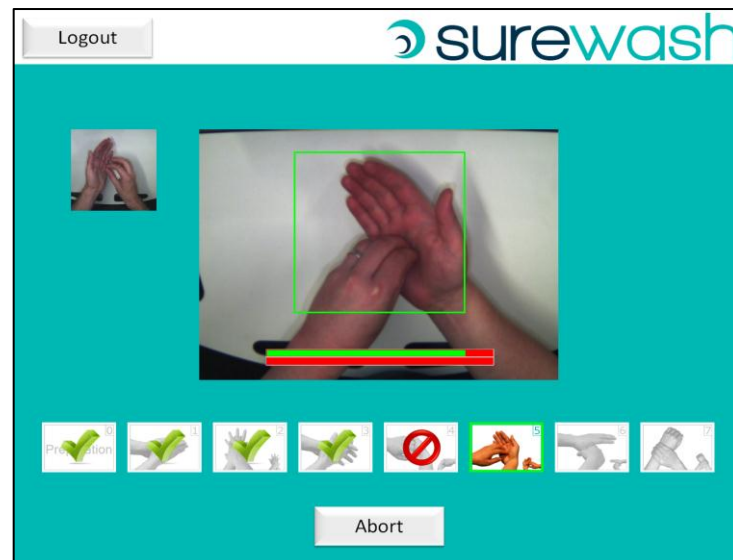


While performing a hand hygiene pose, the hands must be placed in the box overlaid on the video. The box turns green when the hands are in the right place. Furthermore, the user must roll their sleeves up to the elbow. If the sleeves are visible in the video, the system will recognise this and will give a warning.

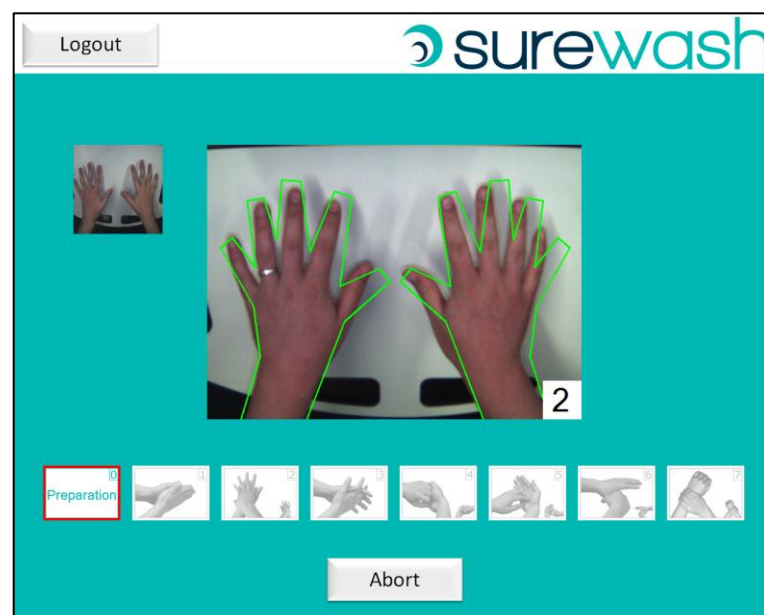


2.4 ASSESSMENT MODE

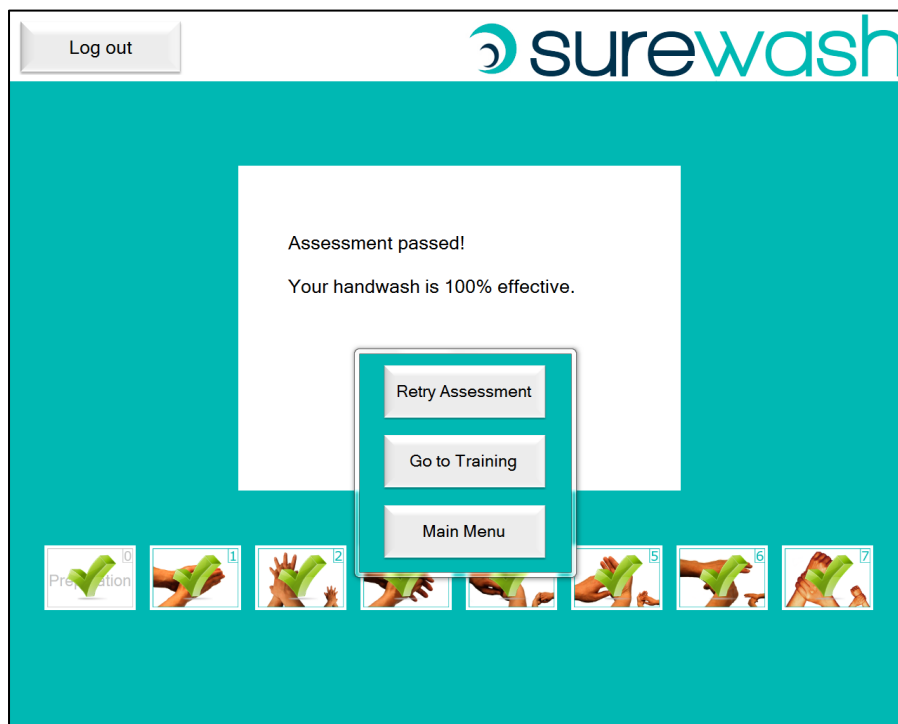
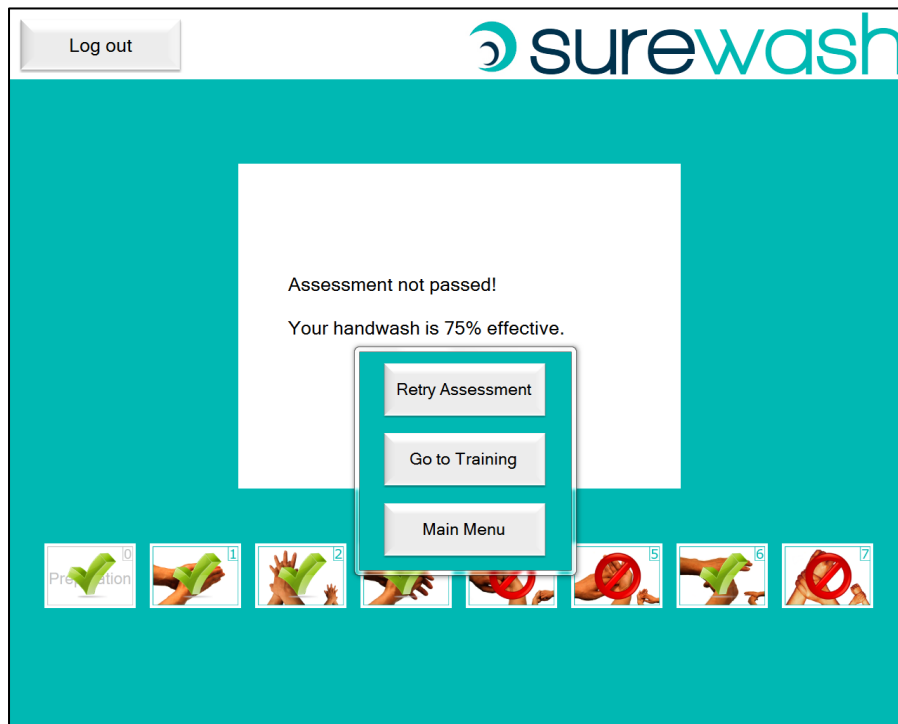
In the Assessment mode a user has to perform all seven hand hygiene poses one after the other in sequence. As the user passes each pose the system moves automatically to the next one.



Before the user can start hand hygiene assessment, the hands need to be presented within the silhouette outlined on the video screen. This image of the hands is saved and will go into the report so that administrators can check if people are wearing accessories such as jewellery, false nails, bracelets, etc.

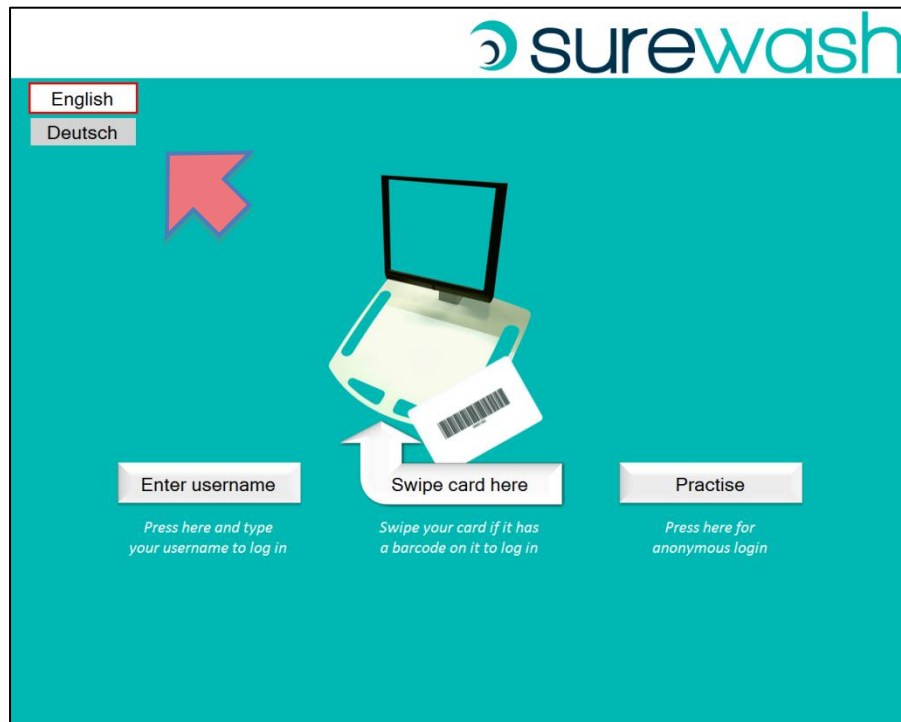


After a user has finished an assessment, a score will be presented. Additionally, each pose image will show a green tick if the user passed the particular pose, and a red circle otherwise. The user can choose to return to the main menu, retry the assessment or enter the Training mode. (Within Training they can select any of the seven poses by pressing the pose images, as described above.)



2.5 LANGUAGE SELECTION

Depending on how the SureWash Training Unit was configured, it may be possible to switch to a different language for the user interface. Pressing the buttons in the top left corner of the login screen, if present, changes the interface language.



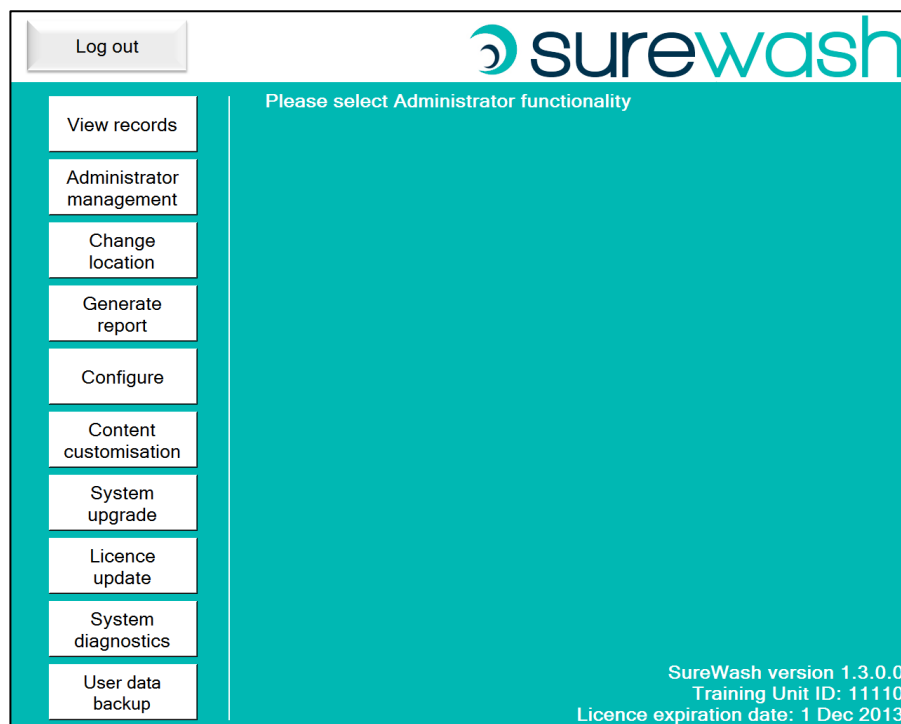
3 SUREWASH ADMINISTRATION

3.1 LOGGING IN AS AN ADMINISTRATOR

The Administrator screen of the SureWash Training Unit provides access to extra features of the system. In order to access the Administrator screen, press the 'Enter username' button on the main login screen. Type the username 'admin123'. (Ensure that the username is entered in lowercase; press the CAPS button on the on-screen keyboard if necessary.) You will be prompted to enter your password. If this is the first time that the Administrator screen has been accessed, you should enter the default password ('admin123'). You must change the password before proceeding.

If your SureWash system has an ID card reader, you may register any ID card as an administrator card (see section 3.3.2). A user may then swipe that card to log in as an administrator. The password for the card will initially be set to the default password.

When logged in as an administrator, the following screen appears.



The different administrator features are presented on the left-hand side of the screen:

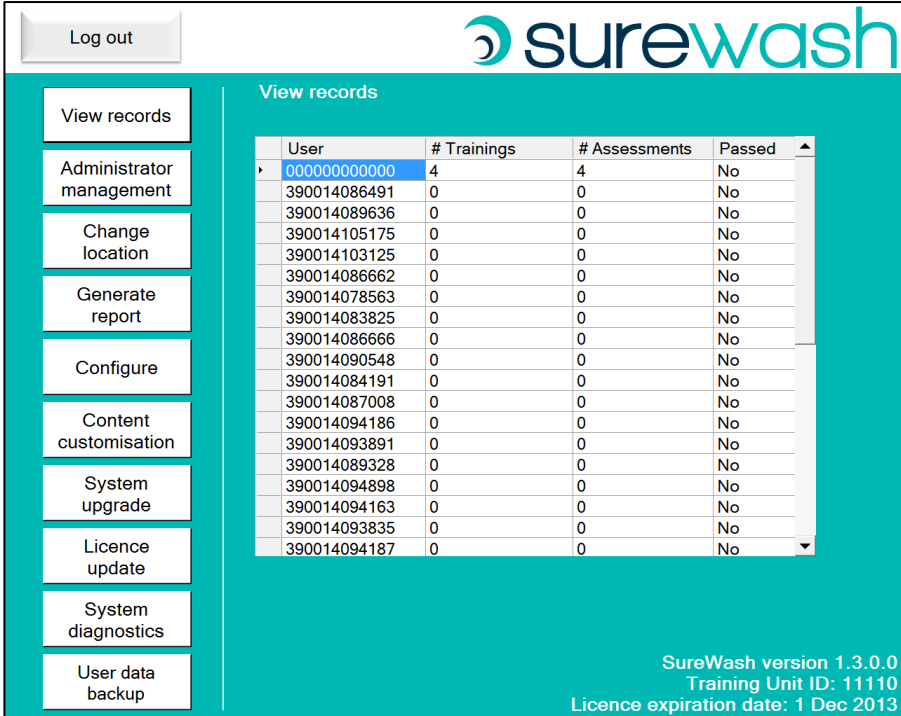
- View records (section 3.2)
- Administrator management (section 3.3)
- Change location (section 3.4)
- Generate report (section 3.5)
- Configuration (section 3.7)
- Content customisation (section 3.8)
- System upgrade (section 3.9)
- Licence update (section 3.10)
- System diagnostics (section 3.11)
- User data backup (section 3.12)

3.2 VIEW RECORDS

The 'view records' functionality allows you to have an overview of the usage of the system, presented as a spreadsheet. The columns of the table are:

- User: The ID or name of the user
- # Trainings: The number of training sessions performed by this user
- # Assessments: The number of assessments performed by this user
- Passed: A 'Yes' indicates that this user passed at least one assessment, while a 'No' means that this user did not pass an assessment yet.

The user with the ID '000000000000' is the anonymous user: whenever somebody logs in using the 'Practice' button instead of using an ID card or a username, the records are saved with this ID.



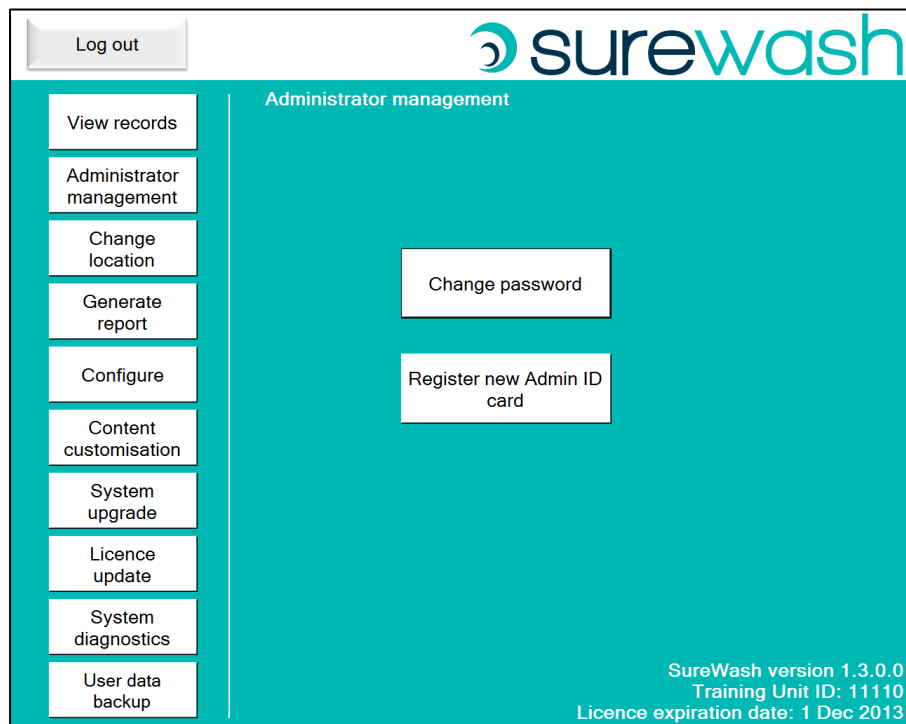
The screenshot displays the 'View records' page in the SureWash application. The sidebar on the left contains the following buttons: Log out, View records (selected), Administrator management, Change location, Generate report, Configure, Content customisation, System upgrade, Licence update, System diagnostics, and User data backup. The main area shows a table with the following data:

User	# Trainings	# Assessments	Passed
000000000000	4	4	No
390014086491	0	0	No
390014089636	0	0	No
390014105175	0	0	No
390014103125	0	0	No
390014086662	0	0	No
390014078563	0	0	No
390014083825	0	0	No
390014086666	0	0	No
390014090548	0	0	No
390014084191	0	0	No
390014087008	0	0	No
390014094186	0	0	No
390014093891	0	0	No
390014089328	0	0	No
390014094898	0	0	No
390014094163	0	0	No
390014093835	0	0	No
390014094187	0	0	No

SureWash version 1.3.0.0
Training Unit ID: 11110
Licence expiration date: 1 Dec 2013

3.3 ADMINISTRATOR MANAGEMENT

The administrator management feature allows you to change the current administrator's password and to register another ID card as an administrator user. Press 'Administrator management' and the following screen will appear.



3.3.1 CHANGE PASSWORD

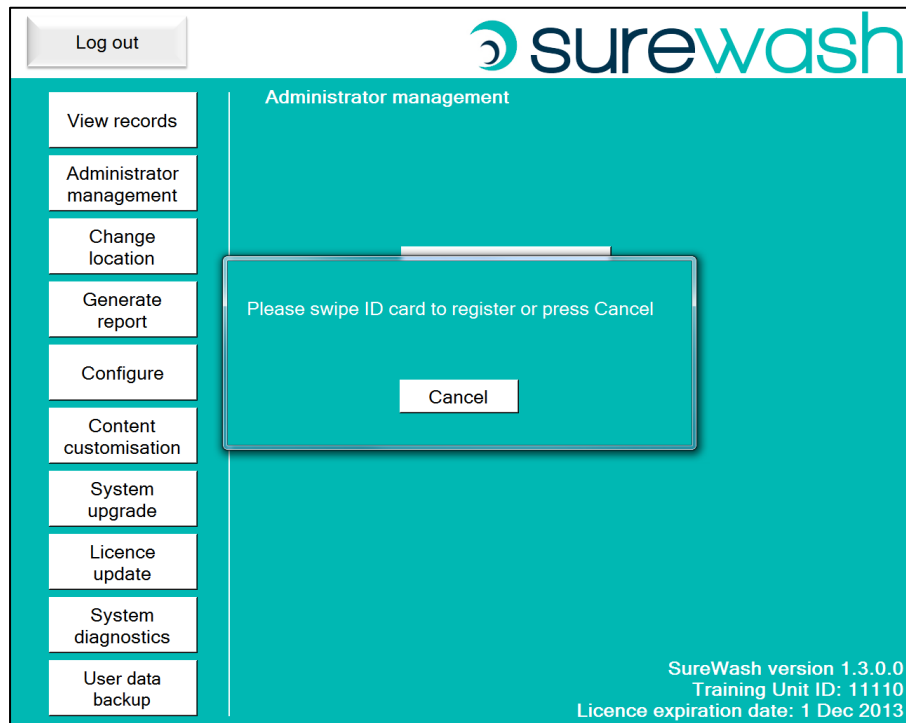
Press 'Change password' to enter a new password for the current administrator. The following screen will appear.

The screenshot displays the SureWash web interface. At the top, there is a 'Log out' button and the 'surewash' logo. Below the logo, the 'Administrator management' section is active, showing a sidebar with options like 'View records', 'Admin management', 'Change password', 'Generate report', 'Configure', 'Customize', 'System update', 'License update', 'System diagnostics', and 'User data backup'. A modal dialog box is centered on the screen, titled 'Enter your NEW password (a minimum of 6 characters)'. It features a text input field and a virtual keyboard with rows of numbers (1-0), letters (QWERTYUIOP), letters (ASDFGHJKL), and a bottom row with 'CAPS', 'Z', 'X', 'C', 'V', 'B', 'N', 'M', and '< BACKSPACE'. Below the keyboard are 'CANCEL', 'SPACE', and 'ENTER' buttons. In the bottom right corner of the interface, the following text is visible: 'SureWash version 1.3.0.0', 'Training Unit ID: 11110', and 'Licence expiration date: 1 Dec 2013'.

You will be prompted to enter your new password twice.

3.3.2 REGISTER NEW ADMINISTRATOR ID CARD

If you press 'Register new Admin ID card' you will see the following message box.



If your SureWash Training Unit has an ID card reader, simply swipe the ID card that you want to register as an administrator card. The message box will disappear; the card is now registered as an administrator card. The password for the card will initially be set to the default password ('admin123').

3.4 CHANGE LOCATION

Pressing the 'Change location' button allows you to specify the location where the machine is currently being used. A screen similar to the one shown at system start-up (section 2.1) will appear.

Log out

surewash

Change location

Select a location from list or create a new location.

Currently set location: General

General
CARDIAC
PAEDIATRICS

Add new location

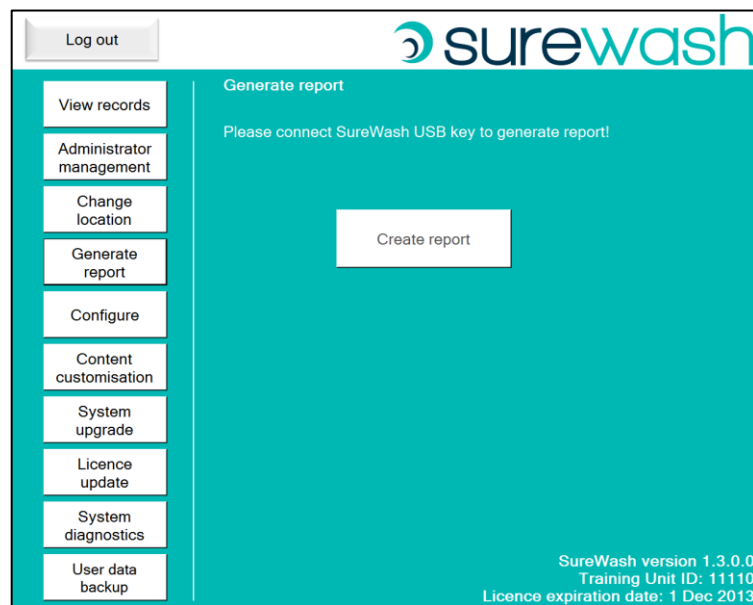
Change to selected location

SureWash version 1.3.0.0
Training Unit ID: 11110
Licence expiration date: 1 Dec 2013

The location specified could be, for example, the name of a hospital department. You may select an existing location from the list or you may enter a new location.

3.5 GENERATE REPORT

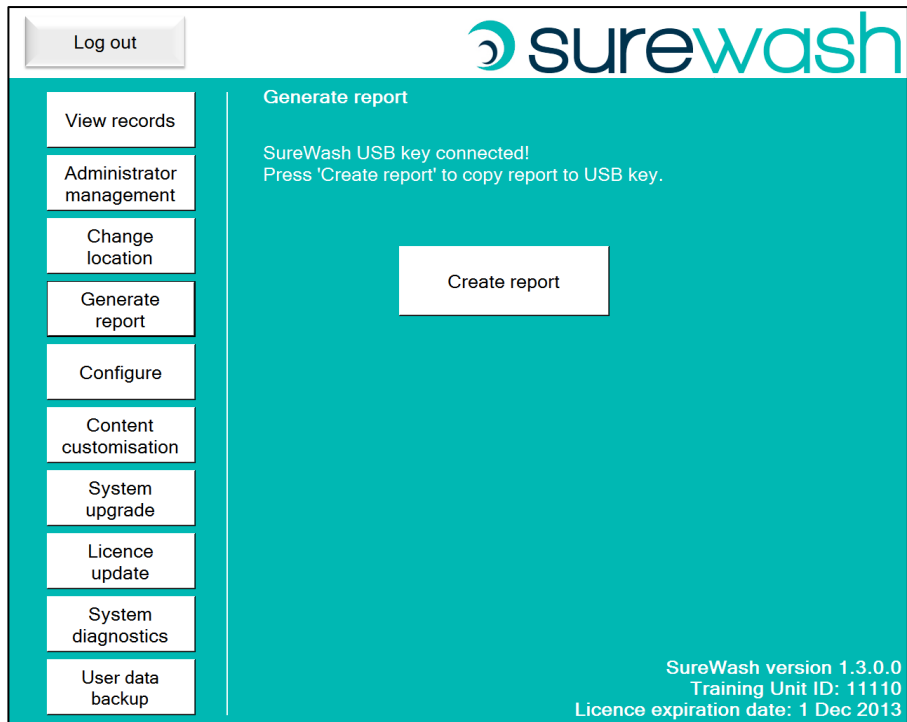
The SureWash Training Unit allows detailed reports to be created that show each user's performance during hand hygiene assessment. The reports can be broken down by location and can be limited to a specific time period.



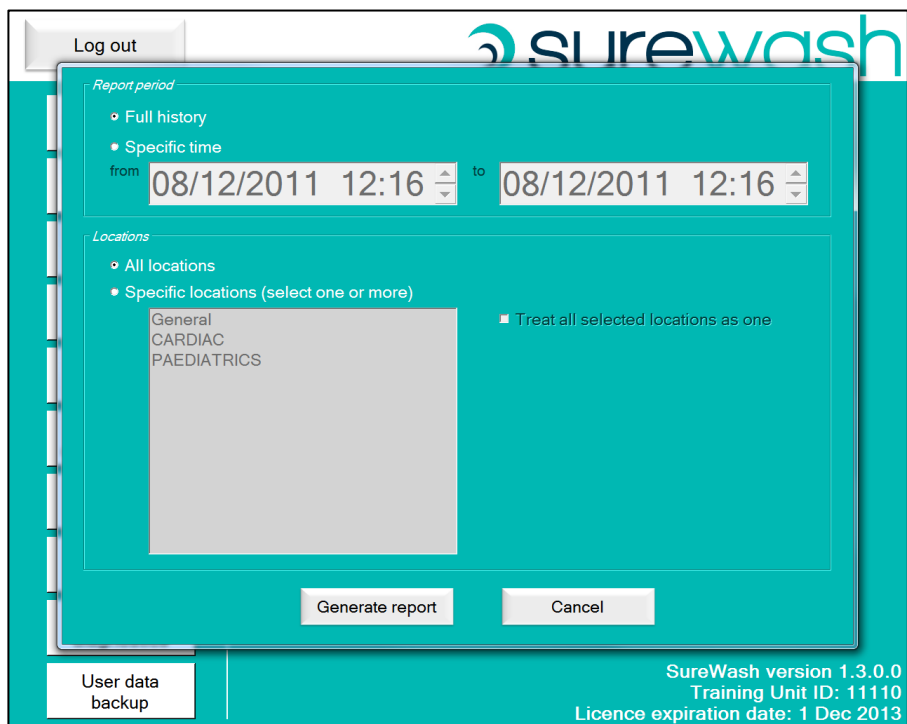
First, select 'Generate report' from the left-hand side of the administrator interface. The following screen will appear.

The 'Create report' button cannot be pressed unless the licence for the system is valid (see section 3.10) and until the SureWash USB key is connected to the system. After plugging in the SureWash USB key, the 'Create report' button can be pressed.





Pressing the 'Create report' button brings up the following screen.



Choosing the default settings and pressing 'Generate report' will create a single report that covers the entire time period that the system has been in use. The report will also include all locations stored in the system (section 3.4).

After creating a report, it is automatically copied onto the attached SureWash USB key along with an Excel file (CSV format) containing all the records of the system.

3.5.1 REPORTS BY TIME PERIOD


It is also possible to create a report that covers only the usage of the system during a specific time period. Select 'Specific time' and enter the 'from' and 'to' dates. Use the up/down arrows on the date fields to change the day, month and year values.

As before, pressing the 'Generate report' button will copy the report to the USB key.

3.5.2 REPORTS BY LOCATION

Reports about a specific location can also be created. This is useful, for example, for seeing the performance of staff in hand hygiene assessment in a particular department. Select 'Specific locations' and then select one or more of the locations in the list. A separate report will be created for each selected location. However, if you select 'Treat all selected locations as one', only a single report will be created.

Log out



Report period

• Full history

• Specific time

from 08/05/2011 12:16 to 08/12/2011 12:16

Locations

• All locations

• Specific locations (select one or more)

General

CARDIAC

PAEDIATRICS

☐ Treat all selected locations as one

Generate report

Cancel

User data backup

SureWash version 1.3.0.0

Training Unit ID: 11110

Licence expiration date: 1 Dec 2013

3.6 REPORTS

The reports generated by SureWash begin with general information about all of the sessions in the reporting period. They also contain a one-page summary of each user's performance.

3.6.1 GENERAL INFORMATION



Summary Report (2011-09-13 10:52:13 to 2011-09-15 16:52:13)

Report created at: 2011-09-15 16:52:29

General Usage Information

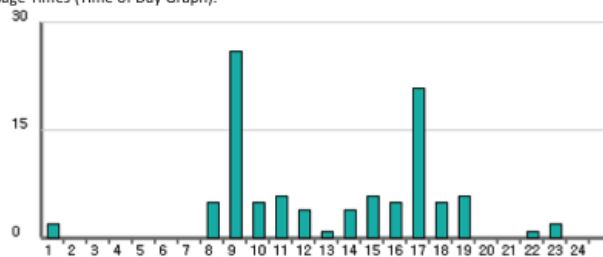
Total Time Used: 1 Hours 37 Minutes

Usage per Location:

Location	#Usages	Time Used
[Redacted]	9	8 Minutes
[Redacted]	3	3 Minutes
[Redacted]	87	1 Hours 25 Minutes

Number of uses and times spent in each location

Usage Times (Time of Day Graph):



Bar chart showing the times of day which were most popular

General User Information

Total number of unique users who used the system: 8

Total number of unique users who have passed the assessment: 3

User ID	Time Used	Passed/Failed
000000000000	1 Hours 15 Minutes	passed
[Redacted]	2 Minutes	failed
[Redacted]	9 Minutes	failed
[Redacted]	2 Minutes	failed
[Redacted]	3 Minutes	failed
[Redacted]	1 Minutes	passed
[Redacted]	1 Minutes	passed
[Redacted]	2 Minutes	failed

Pass rates and times spent for each user – the anonymous user is listed first

Pass rate per location:

Location	Usage (#users)	Pass rate
[Redacted]	0	0 %
[Redacted]	0	0 %
[Redacted]	4	50 %

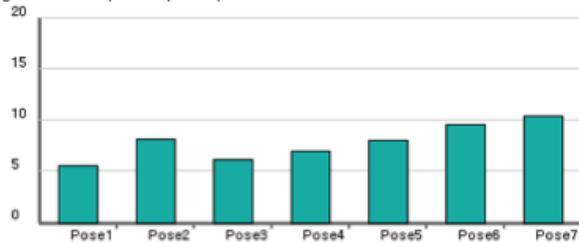
Average score per location (including anonymous users):

Location	Usage (#assessments)	Average score
	1	85 %
	1	100 %
	31	79 %

Average score by location

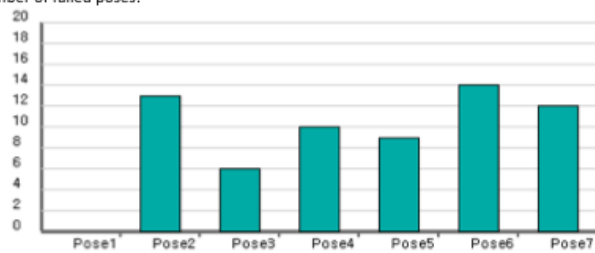
General Information on Handwashing Technique

Average time to complete a specific pose:



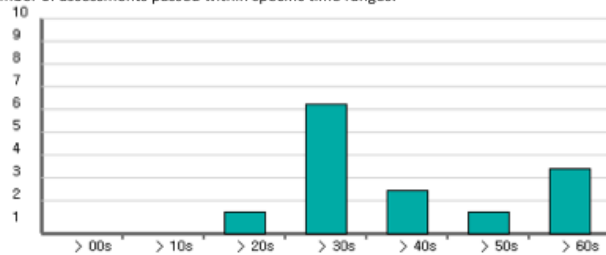
Average time spent in each pose

Number of failed poses:



Poses that were failed

Number of assessments passed within specific time ranges:



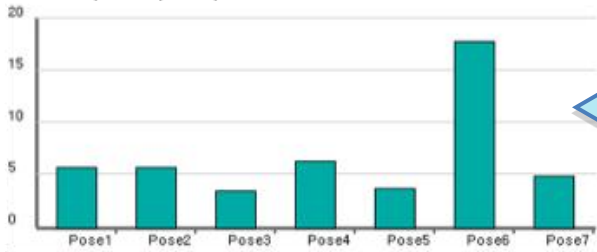
Average time to pass an assessment

3.6.2 USER REPORT



User Report

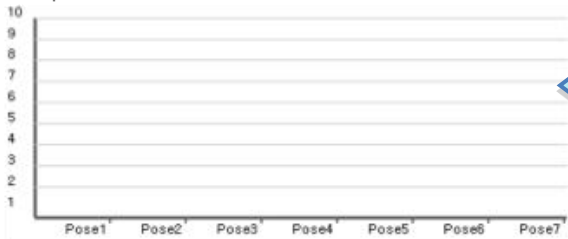
User ID: XXXXXXXXXX
Passed: Yes
Total Usage Time: 1 Minutes
Number of Training Lessons: 1
Number of Assessments: 1
Average time to complete a specific pose:



Data from user interaction

Time to pass each pose

Number of failed poses:



Number of times each pose was failed



Photo of the user's hands

15/09/2011 08:55:33

3.7 CONFIGURATION

Pressing 'Configure' allows you to change the time users must spend on a particular pose before they pass. The parameters can be adjusted for each pose individually using the '+' and '-' buttons. After adjusting the parameters, they must be saved by pressing the 'Save all changes' button. The parameters can also be reset to the default values by pressing 'Reset all poses to default value 40'.

The screenshot displays the 'Pose configuration' screen of the SureWash system. On the left is a sidebar menu with options: Log out, View records, Administrator management, Change location, Generate report, Configure (highlighted), Content customisation, System upgrade, Licence update, System diagnostics, and User data backup. The main area is titled 'Pose configuration' and includes the instruction 'Adjust the value for a pose to let users spend more or less time at this pose'. It features a list of seven poses, each with a small image, a number, a value of 40, and '+' and '-' buttons for adjustment. To the right of this list are two buttons: 'Reset all poses to default value 40' and 'Save all changes'. At the bottom right, the version information is displayed: 'SureWash version 1.3.0.0', 'Training Unit ID: 11110', and 'Licence expiration date: 1 Dec 2013'.

Pose	Value	+	-
1	40		
2	40		
3	40		
4	40		
5	40		
6	40		
7	40		

Reset all poses to default value 40

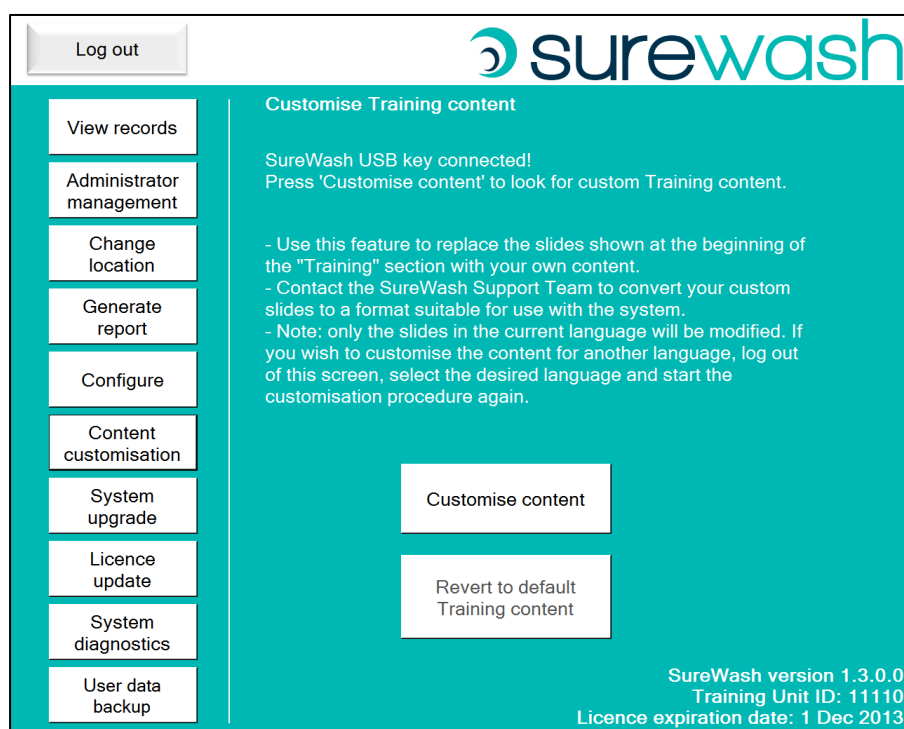
Save all changes

SureWash version 1.3.0.0
Training Unit ID: 11110
Licence expiration date: 1 Dec 2013

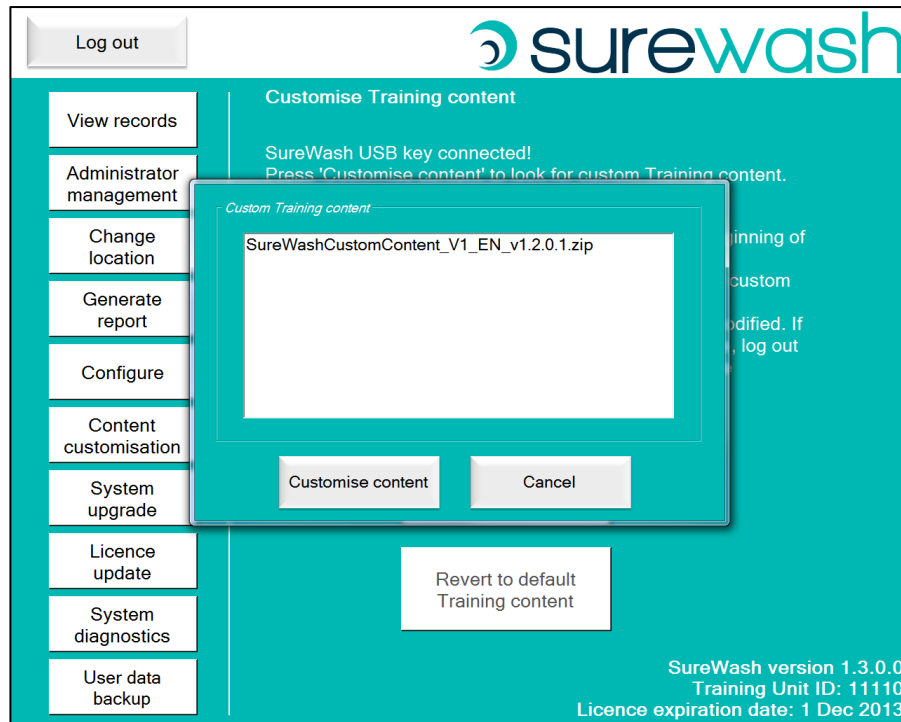
3.8 CONTENT CUSTOMISATION

The 'Content customisation' feature allows an administrator to replace the introductory slides in the Training mode of the SureWash system (Why, When, How, etc. – see section 2.3) with their own e-learning content. This material could also be branded with the hospital's logo, for example.

Contact the SureWash Support Team to convert your custom slides to a format suitable for use with the system. Copy the file you receive to the SureWash USB key and plug the USB key into the system.



The 'Customise content' button cannot be pressed unless the licence for the system is valid (see section 3.10). When the button is pressed, a file selection dialog appears.

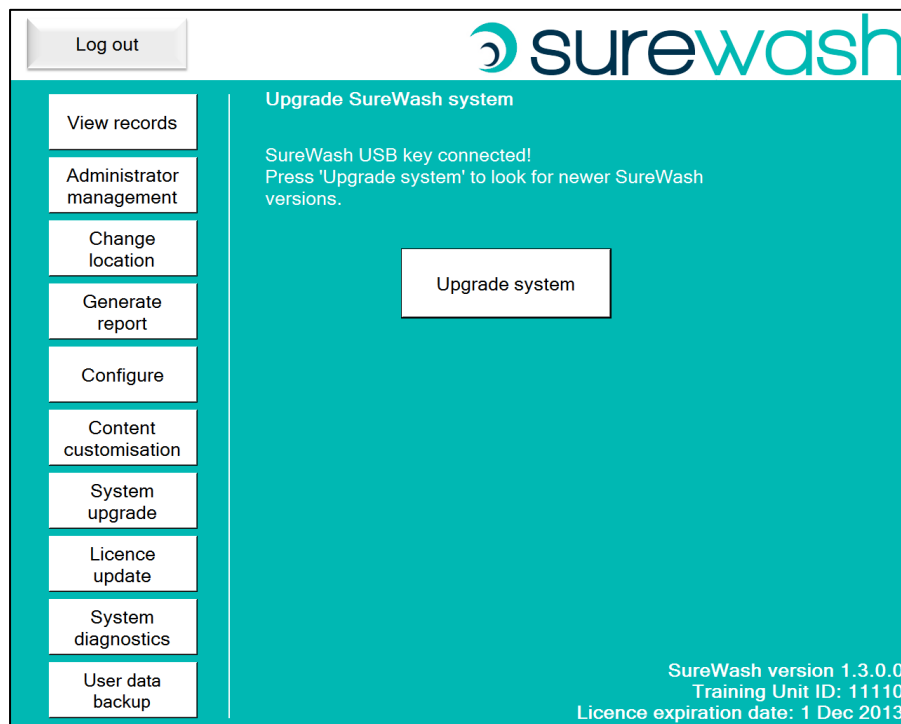


Choose the correct custom content file from the list and press the 'Customise content' button. If your SureWash Training Unit offers multiple interface languages (see section 2.5), ensure that you are logged in to the Administrator interface in the correct language, i.e., that language for which you wish to customise the Training content.

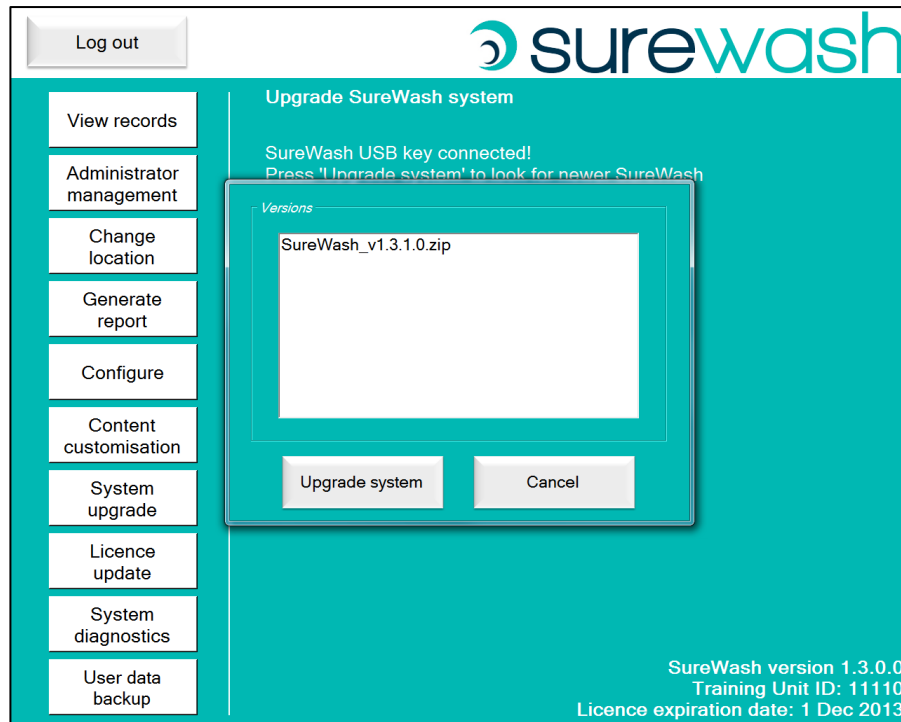
By pressing the 'Revert to default Training content', any custom content for the current language will be removed from the Training screens.

3.9 SYSTEM UPGRADE

The 'System upgrade' feature allows an administrator to upgrade the SureWash software on the Training Unit. Such upgrades will be notified to you from time to time by the SureWash Support Team. Once you have downloaded the upgrade file from the internet, copy it to the SureWash USB key and connect the USB key to the system.



Pressing the 'Upgrade system' button brings up a file selection dialog.

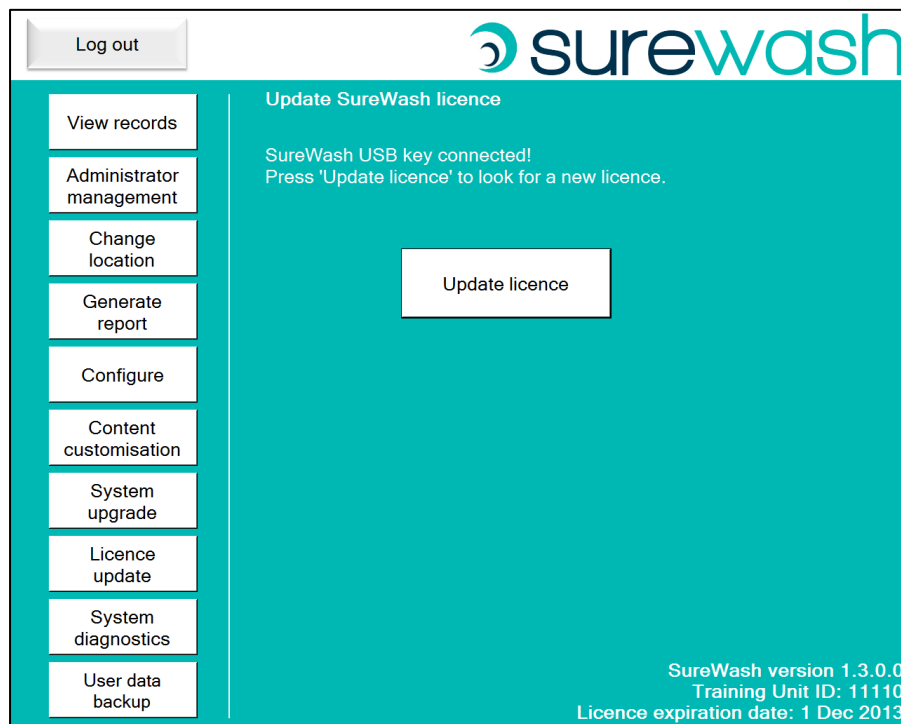


Choose the correct SureWash upgrade file from the list and press the 'Upgrade system' button. Once the new version of the software has been copied to the system, you will be prompted to restart the system. The upgrade will not take effect until the restart is performed.

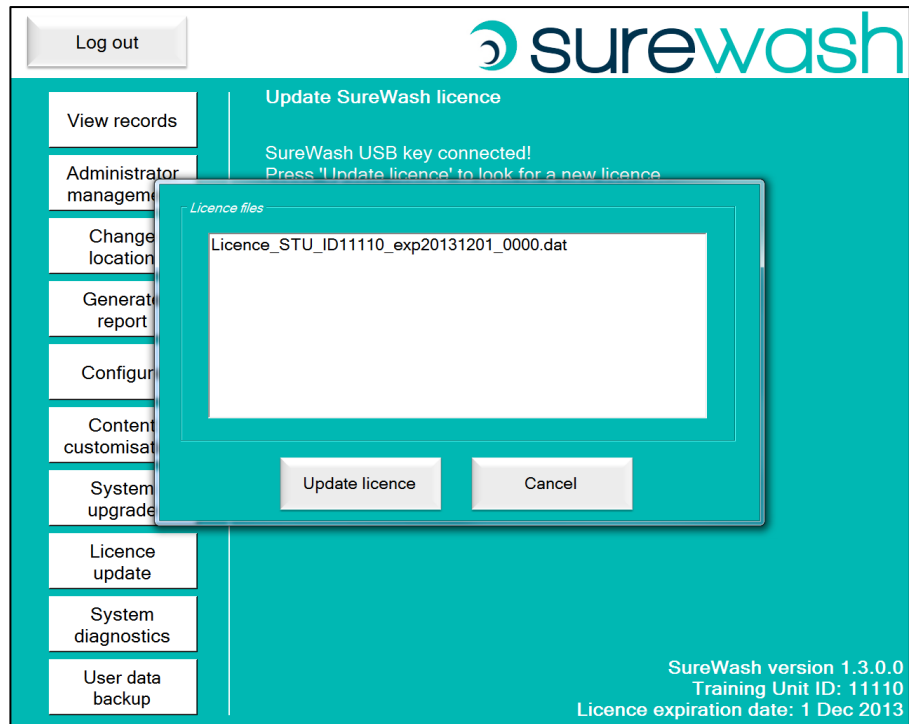
Note: no user data will be deleted by upgrading the SureWash software.

3.10 LICENCE UPDATE

A valid licence is required to use certain features of the SureWash software. If the licence for the Training Unit has expired, or is about to expire, contact the SureWash Support Team to receive an updated licence file. Copy the licence file to the SureWash USB key and connect the USB key to the system.



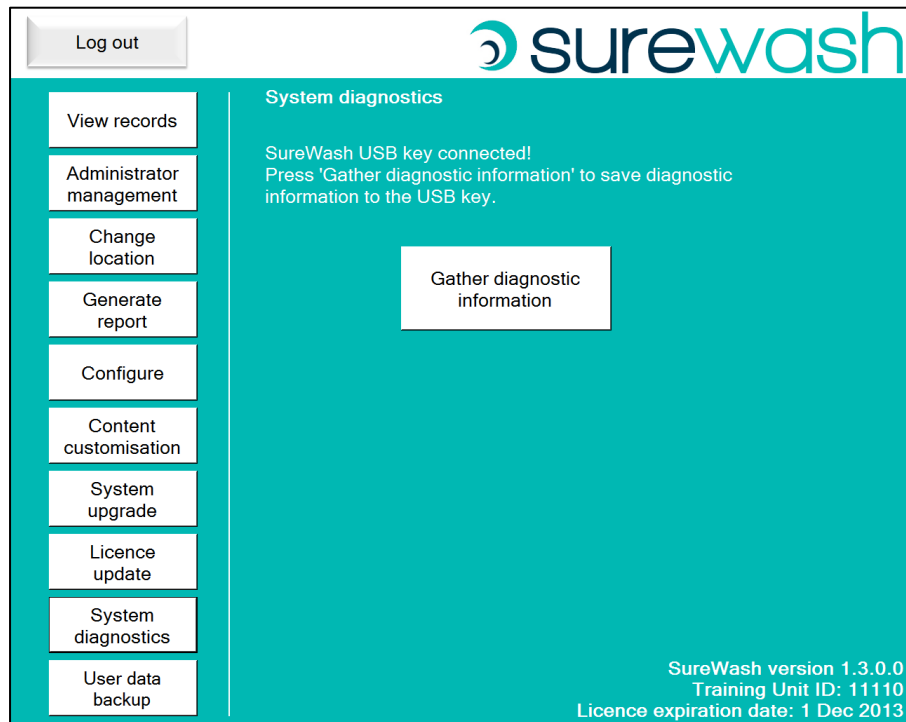
Pressing the 'Update licence' button brings up a file selection dialog.



Choose the correct SureWash licence file from the list and press the 'Update licence' button. If the licence is valid, all features of the SureWash software will be enabled.

3.11 SYSTEM DIAGNOSTICS

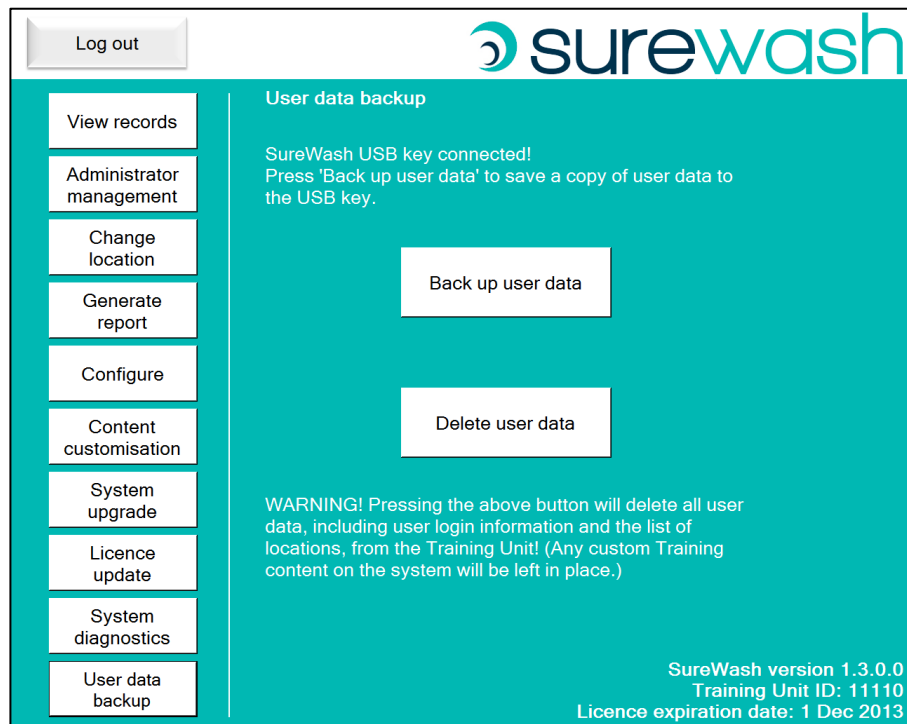
The 'System diagnostics' feature gathers diagnostic information about the SureWash Training Unit that can prove useful for troubleshooting. Connect the SureWash USB key to the system and press the 'Gather diagnostic information' button.



A file containing diagnostic information called 'SureWashDiagnostics.zip' will be copied to the USB key. Please email this file to the SureWash Support Team with a description of the problem you are encountering.

3.12 USER DATA BACKUP

The 'User data backup' feature allows an administrator to copy the user data from the SureWash Training Unit to the USB key. This procedure should be carried out on a regular basis to protect against data loss.



Connect the SureWash USB key to the system and press the 'Back up user data' button. The user data will be copied to the USB key. Please store the data securely.

3.12.1 DELETE USER DATA

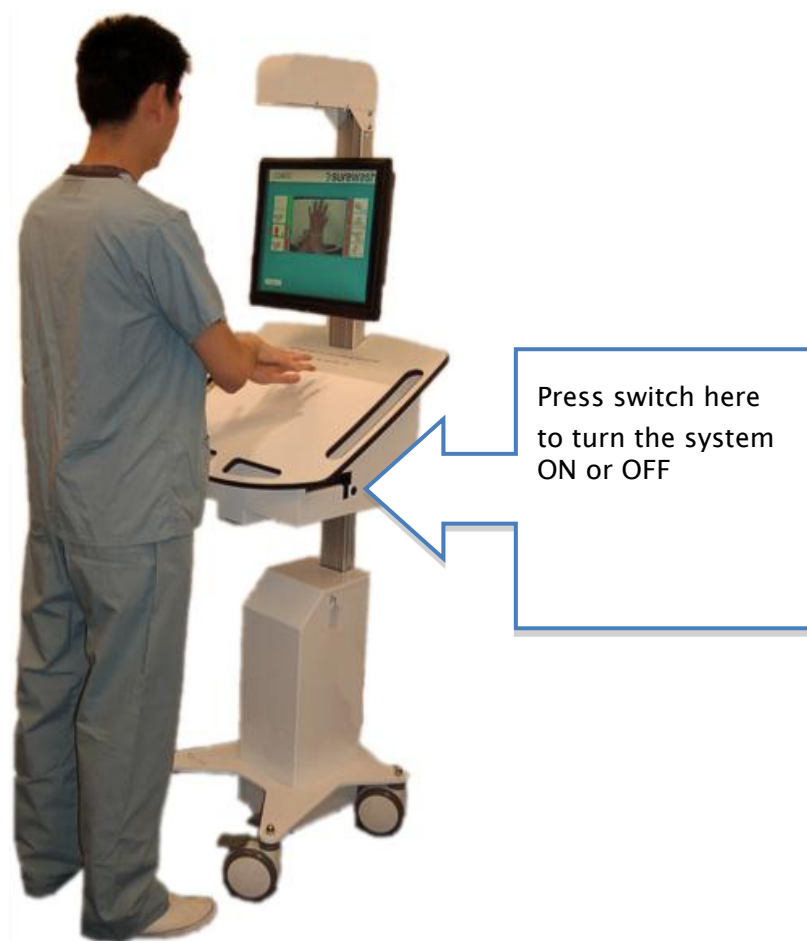
Occasionally, it may be desirable to delete all user data from the system. Pressing the 'Delete user data' button will remove all user data from the system, except for administrator login details and any custom Training content that is present (section 3.8).

WARNING! Once the user data has been deleted, it cannot be restored to the system!

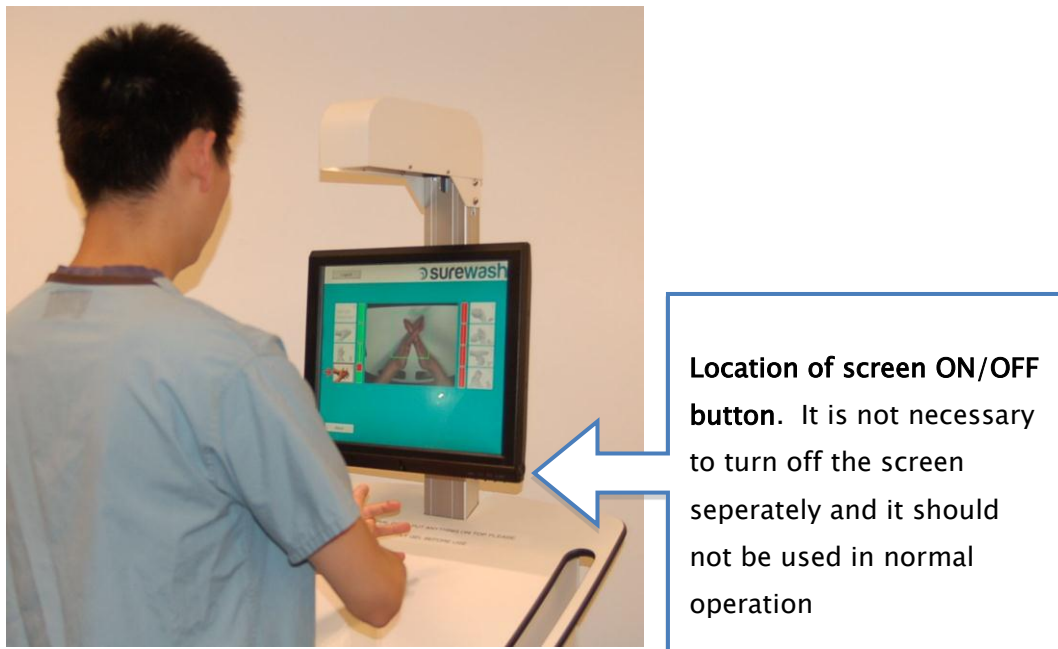
4 SUPPORT AND TROUBLESHOOTING

The SureWash Training Unit is extremely reliable. However, if the unit becomes unresponsive, the following troubleshooting steps should be tried:

1. Power down the unit by pressing and holding the ON/OFF button. Once the unit has been shut down for 10 seconds, restart the unit by pressing the ON/OFF button. The system should restart successfully.



2. If the screen is dark/blank please ensure that the screen has not been powered off via the screen power button by mistake.



3. If these steps fail please follow the instructions in section 3.11 (“System diagnostics”) and send an email to support@surewash.com with a description of the problem. We will be in contact with you within one working day.

5 LEGAL NOTICES

This user manual and all supporting SureWash documentation is copyright © GLANTA Ltd, 2011–2012, all rights reserved.

The SureWash Training Unit software is copyright © GLANTA Ltd, 2010–2012, all rights reserved. The device is manufactured under the protection of patents EP2015665 and US 8090155. Further patents pending.



Declaration of Conformity

We:

**Glanta Ltd
The Tower
Trinity Enterprise Center
Pearse St
Dublin 2**

declare under our sole responsibility that the product,

Surewash Training

to which this documentation relates, is in conformity with the provisions of the following directives:

**2001/95/EC General Product Safety
2006/95/EC Low Voltage Directive (LVD)
2004/108/EC Electromagnetic Compatibility Directive (EMC)**

The product has been tested to the following standards,

**EN55022:2010, EN55024:2010
EN 61000-3-2:2006+A1+A2:2009
EN 61000-3-3:2008**

The technical file is maintained at:

**Glanta Ltd
The Tower
Trinity Enterprise Center,
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